



## GOVERNOR'S ADVISORY COUNCIL ON AGING

Meeting Minutes  
September 5, 2008

### **Council Members & Liaisons Present**

Paul Herrmann (Chair), Joyce Finkelstein (Vice-Chair), Lynn Adler, Kati Bates, Bill Engler, George Evanoff, Marilyn Johnson, Sharon McKinley, Doyle Meredith, Bernadette Polley, Barry Spiker, Lynn Larson (DES), Jill Harrison (WACOG/AAA), Gregg Kiely (DOT), Erin Klug (DOI), Ramona Rusinak (DHS), Pam Stevenson (AG's Office), PJ Schoenstene (AHCCCS)

### **Council Members and Liaisons Not Present**

Bernadine Hoffman

### **Council Staff Present**

Melanie Starns, Cathy De Lisa, Shawn Trobia, Dan Plumhoff, Sylvia Chuka

### **Guests Present**

Lynda Gafke, Vicki Gellner, Kirti Khalsa, Kelly Lapa, Janet & Clayton Malm

### **Call to Order, Welcome, Introductions, Approval of Minutes & Chair's Report**

Council Chair Paul Herrmann called the meeting to order at 9:07 a.m., and a welcome and introduction period followed. Minutes from the July 11, 2008 meeting were reviewed. Marilyn Johnson noted that her name was missing from the July minutes, and George Evanoff noted that Ms. Kirti Khasla's name also needed to be included as a Council guest. *Bill Engler made a motion to approve the minutes as amended and George Evanoff seconded the motion. The motion passed unanimously.*

Additionally, Council Chair Paul Herrmann informed the Council members that two separate sets of dates and locations had been reserved for the Council's Annual Planning Meeting: December 4 & 5, and December 11 & 12, 2008. A discussion ensued, and it was determined that the December Planning Meeting will be set for December 4 & 5, 2008, at the Arizona Department of Health Services Laboratory's conference room. The meeting will be held in Phoenix at state facilities this year in order to reduce costs.

### **Executive Director's Report**

#### ***Changes in the Governor's Office***

Executive Director Melanie Starns announced the following staff changes occurring within the Governor's Office:

- Mr. Dennis Burke, Governor Napolitano's Chief of Staff, will be leaving in mid-September, and will be replaced by Ms. Jan Leshner, the current Director of the Arizona Department of Commerce

- Mr. George Cunningham, Deputy Chief of Staff for Finance, will be retiring, and will be replaced by Mr. James Apperson, the current Director of the Governor's Office of Strategic Planning and Budgeting
- Mr. Mike Haener, the Governor's Legislative Liaison and Deputy Chief of Staff, will be moving on, and will be replaced by Ms. Suzie Barr, who currently serves as the Governor's Deputy Director of Legislative Affairs, and Policy Advisor for Law Enforcement and Criminal Justice
- Mr. Marco Lopez, Jr., who currently serves as the Governor's Senior Policy Advisor for International Affairs, will be taking over as the new Director of the Arizona Department of Commerce

A copy of Governor Napolitano's August 12, 2008 press release announcing the staff changes referenced above is available on the Governor's website at [www.azgovernor.gov](http://www.azgovernor.gov).

### ***FY09 Council Budget Overview***

Executive Director Melanie Starns noted that she and Chair Herrmann will be discussing this agenda item in greater detail during the Executive Committee report.

### ***Speaking Engagements***

Ms. Starns provided the descriptions, locations and times of her speaking engagements and events for the month of September, 2008. A copy of Ms. Starns speaking engagements for the month of September, 2008 is available through the Council Office.

### ***Travel Reimbursement Updates***

Mr. Dan Plumhoff, Council staff, addressed the issues related to the updated process for submitting travel reimbursement claims electronically, specifically noting that the Arizona Department of Economic Security Travel Section no longer accepts electronic signatures on form AS-810. A brief discussion ensued, and it was determined that the original process of hand signed, carbon copy forms will once again be utilized for all claims. Thus, Council members will mail all claims, corresponding receipts, and odometer readings to the Council office for processing and submission. Additionally, Mr. Plumhoff noted that Chair Paul Herrmann was kind enough to create an electronic "fill-able" version of the mileage reimbursement form, which he will distribute to the Council members electronically.

### **Committee Reports and Voting on Committee Motions**

#### ***Executive Committee***

Council Chair Paul Herrmann and Ms. Starns reported that the Executive Committee discussed several possibilities for further conserving the Council funds in this tight fiscal environment. Specifically, the discussion included the following cost-cutting measures:

- Cutting back the total number of Council meetings over the course of the calendar year
- Canceling scheduled Council meetings if it is determined ahead of time that a quorum will not be present
- Scaling back the Council's Annual Planning meeting in December
- Cutting back the total number of Senior Action Day events for 2009 from 7 to 5

A discussion ensued, and it was determined that the Council will review the logistics from the 2007 Senior Action Day events in order to gauge regional participation and determine which areas might be able to be combined in a centralized location. Mr. Herrmann also stated that the Executive Committee is inquiring into the possibility of having the Arizona Area Agencies on Aging assist in hosting the events, and that the Department of Economic Security Division of Aging and Adult Services (DAAS) will be partnering with the Council to assist in the coordination of these events. Ms. Starns then discussed tentative timelines for the 2009 Senior Action Day events, and thanked Mr. Rex Critchfeld of DAAS for his ongoing appreciation of the Council's value during the current \$2 billion deficit facing the state department.

As noted, the Council determined that no Council meetings will be held if it is determined ahead of time that a quorum will not be present. Mr. Herrmann then asked the Council members to confirm their attendance for the October 3, 2008 Council meeting, and, due to a number of conflicts, it was subsequently decided that the October 3, 2008 meeting of the Council will be cancelled in order to save the state funds. However, despite the cancellation of the Council meeting, the regularly scheduled Committee meetings will still occur as planned.

#### ***Legislative & Policy Coordinating Committee***

Incoming Committee Chair Bill Engler provided an overview of the presentation that Ms. Kelly Griffith of the Southwest Center for Economic Integrity delivered to the Legislative and Policy Coordinating Committee on Proposition 200 (the Pay Day Loan Reform Act). Specifically, Mr. Engler provided an explanation of Proposition 200, and he noted that the passing of the initiative would eliminate the 2010 "sun setting" of the timeframe established for the payday loan industry to operate in Arizona without being monitored by the state legislature, allow payday lenders electronic access to individual's bank accounts, and lower the interest rate on these loans from more than 400% to 391%. Furthermore, Mr. Engler brought forth the motion made during the September 4, 2008 Committee meeting, to ask the Council to draft a letter to Governor Napolitano requesting that she take a public stance against Proposition 200, and allow the Council to do the same. A discussion ensued, and it was determined that educating the public on Proposition 200 is paramount to protecting vulnerable citizens from predatory lending, who might otherwise be misled by the language of the Proposition. As early ballots for the fall elections will be distributed in 4 weeks, the Council decided that immediate action is required. Thus, *Bill Engler made a motion that the Council will draft a letter to Governor Napolitano, asking her to take a public stance against Proposition 200, and to allow the Council to do the same. Bernadette Polley seconded the motion. The motion passed unanimously.*

#### ***Mature Workforce Committee***

Incoming Committee Chair Barry Spiker reported that the Mature Workforce Committee held an excellent meeting on September 4, 2008, and he provided a brief overview of the Committee's functions and current initiatives. Mr. Spiker noted that Ms. Jan Davie delivered a presentation on the Center for Workforce Transitions, and Ms. Anne Leap of the City of Sedona spoke about the upcoming Mature Worker Forum in Sedona, AZ on September 19, 2008. Additionally, Mr. Spiker mentioned that Mr. Peter Polk discussed the Scottsdale Job Network, and he offered his gratitude to Ms. Shawn Trobia for the extensive amount of work she has done on the [www.azmatureworkers.com](http://www.azmatureworkers.com) website. Mr. Spiker also reviewed the Mature Worker Friendly Employer Certification Training packet, and Ms. Trobia asked the Council for its assistance in

compiling a comprehensive list of available volunteer opportunities within their individual communities for dissemination on the [azmatureworkers.com](http://azmatureworkers.com) website. Council Chair Paul Herrmann thanked Ms. Trobia for her efforts, and stated that almost 4,000 people have utilized the website since its creation.

### ***Social, Health & Alzheimer's Committee***

Committee Chair Doyle Meredith reported that the Social, Health & Alzheimer's Committee held a rousing meeting on September 4, 2008, and he provided an overview of the three possible new initiatives that the Committee considered pursuing: Senior Depression/Suicide/Mental Health/Substance Abuse, Affordable Dental Care/Oral Health, and Hearing Loss. As no input pertaining to Senior Depression/Suicide/Mental Health/Substance Abuse was submitted and no contact made (as requested at the July 10, 2008 Social, Health & Alzheimer's Committee meeting and reflected in the committee's minutes), that topic was subsequently released from the discussion. Mr. Meredith then described the presentations delivered by Ms. De Lisa and Ms. Michele Michaels on the topics of Affordable Dental Care and on Hearing Loss, and he thanked them for gathering the information for the subjects at hand.

Additionally, Mr. Meredith stated that because of the importance of both issues, the Committee put forth a motion to split into two separate focus groups in order to pursue both initiatives through a two-pronged attack. Mr. Meredith then asked the Council to entertain a motion to approve that the Social, Health & Alzheimer's Committee will pursue two participating initiatives over the next three years. A discussion ensued, and Chair Paul Herrmann noted the importance of both initiatives. *George Evanoff made a motion to allow the Social, Health & Alzheimer's Committee to split its efforts and pursue both the Affordable Dental Care and Hearing Loss Initiatives. Lynn Adler seconded the motion. The motion passed unanimously.*

### **Update on Executive Orders**

#### ***LTC Quality***

Ms. Starns provided an informational overview and update on the Governor's Executive Order on Long Term Care EO 2007-01, and she discussed several of the components within its 3 year plan. Specifically, Ms. Starns discussed the following items:

- The Arizona Department of Health Services has improved its inspections of nursing facilities and assisted living homes in order to ensure quality care for its residents and has provided clinical training on how to prevent pressure ulcers and reduce the use of restraints in these settings
- [www.Azcarecheck.com](http://www.Azcarecheck.com) – an online resource that highlights quality issues in home and community based services, has been established
- The E.O. calls for the creation and distribution of “Long Term Care Tool Kits” – a compilation of online resources, which will serve as an electronic guide to inform caregivers and family members on available choices and provide assistance to those trying to make tough long term care decisions
- The Interagency Council on Long Term Care (IACLTC) is currently working to develop a draft “Consumer Bill of Rights” for consumers of in-home services. Residents of nursing homes and assisted living facilities already have such rights documents.

***Ms. Starns also noted that the Interagency Council on Long Term Care is asking the Council on Aging for permission to utilize Senior Action Day venues as a means to obtain feedback on a draft bill of rights, which will result in recommendations to the Governor about a Consumer Bill of Rights for consumers of in-home services. There was agreement from the Council to do this.***

### ***Health Care Workforce Plan***

Ms. Starns discussed E.O. 2008-03, Development of a Health Care Workforce Plan for the 21<sup>st</sup> Century, and she highlighted the corresponding Aging & Long Term Care Leadership Group that is currently drafting a set of recommendations that will be submitted to the Governor as part of her broader health care workforce plan for the State of Arizona. Ms. Starns noted that Dr. Mindy Fain, Head of Geriatric Medicine at the University of Arizona is chairing this effort, and that the group is looking at the following five workforce shortage areas: 1)Geriatricians; 2) Geripsychiatrists; 3) Dental Care for Seniors; 4) Direct Care Workforce; and 5) Medical Social Work for Older Adults.

Additionally, Ms. Starns noted that the group met for an initial brainstorming session on August 27, 2008 resulting in several exciting ideas pertaining to gerontology training and awareness in public schools, colleges, and both medical and dental schools. Ms. Starns added that the group will be holding a follow up meeting on October 8, 2008 to discuss the implementation of potential goals on Executive Order 2008-03.

### **Break**

The Council recessed for a 15 minute break at 10:15 a.m.

### **Development of Communications Plan**

Mr. Dan Plumhoff provided an overview of the website updates that will be incorporated into the Governor's Advisory Council on Aging website, and he discussed possible directions for the implementation Council's Strategic Communications Plan. Specific web updates include:

- New "buttons" for the legislative update subscription and Centenarian recognition requests
- Updated Mature Worker logos, fact sheets, and link to [azmatureworkers.com](http://azmatureworkers.com)
- Council member biographies and member photographs
- Utilizing resources and links from Office on Aging and Council pages to incorporate comprehensive listings for both through the use of an online "resource rooms"
- Developing a "Media Room / Latest News" section, consisting of tips, facts, and information such as articles, stories, press releases, proclamations, past presentations, photo galleries, and related links
- Incorporating a "Calendar of Events," which would include links to flyers, brochures, and other available informational resources related to each specific event
- Incorporating the Council logo onto the Office on Aging web page as a link to the Council's site

Additionally, Mr. Plumhoff discussed the possibility of drafting a “Press Release” template for the Council’s use, and the contributions of the Council members who submitted information for the Senior Media Database. Specifically, Mr. Plumhoff thanked Council Vice-Chair Joyce Finkelstein, and Council members Bill Engler, George Evanoff, and Bernadine Hoffman for their contributions. Mr. Plumhoff will provide the Council members with a list of the Council website updates as they are incorporated.

## **Liaison Reports**

### ***AHCCCS***

Ms. PJ Schoenstene provided an overview of ALTCS enrollment within Arizona, and discussed the process for Long Term Care (LTC) contract review and amendment. Specifically, Ms. Schoenstene stated that ALTCS currently has 46,454 individuals enrolled, and has seen an increase of 300 new members since August 1, 2008. Additionally, Ms. Schoenstene noted that the AHCCCS self-directed care program is currently “up and running.”

### ***Department of Health Services (DHS)***

Ms. Ramona Rusinak of the Arizona Department of Health Services reported that Ms. January Contreras has been serving as the Acting Director of DHS since August 1, 2008. Additionally, Ms. Rusinak stated that she will inquire with the DHS Division of Public Health Services to see if an oral health representative might be able to attend future Council and Committee meetings. She stated the CDC has incorporated falls prevention into their four areas of focus. Finally, Ms. Rusinak discussed the negative impact that the state hiring freeze has had on her agency’s ability to maintain a staff of epidemiologists, citing that those employees who have moved into new positions have not been able to be replaced, and she noted the consequent difficulties that have subsequently experienced.

### ***Department of Economic Security (DES)***

Ms. Lynn Larson, Deputy Assistant Director of the Division of Aging and Adult Services (DAAS) in DES, reported that her agency also continues to be affected by the state hiring freeze, and they have been extremely fortunate in their ability to obtain a new Elder Rights and Benefits Manager, Ms. Cynthia Saverino. Additionally, Ms. Larson discussed the AZ Links project, which is in the third year of its corresponding grant, and she noted that her agency has been working with the Government Information and Technology Administration (GITA) on the AZ 2-1-1 search engine, having met in July to examine the available possibilities and determine the best use of the system, and to avoid competing with similar, existing services. Ms. Larson also stated that Ms. Valerie Fifield of the Governor’s Office on Aging has come on board on a part time basis to assist with the evolution of the Az Links program.

### ***Arizona Department of Transportation (AZDOT)***

Mr. Gregg Kiely of the Arizona Department of Transportation reported that his agency has received a \$3.7 million federal grant to fund the following programs:

- Section 5310 - FTA Elderly Individuals & Individuals with Disabilities Program, a regionally based program serving senior’s transportation needs.

- Section 5316 - Job Access – Reverse Commute or “JARC”, a program providing “transportation to work activities for welfare, low-income un-and-under employed” individuals.
- Section 5317 – New Freedom, a program designed to enhance accessibility for the needs of all disabled individuals, regardless of age.

Additionally, Mr. Kiely stated that the Arizona Rides program will “sunset” in December of 2008, and that their goal is to continue their efforts through the creation of an informal workgroup, as well as to incorporate the workgroup effort into their Aging 2020 plan strategies. A copy of Mr. Kiely’s presentational handout is available through the Council Office.

#### ***Attorney General’s Office (AG)***

Ms. Pam Stevenson of the AG’s Office reported that the bill pertaining to credit freezes that her office tracked throughout the legislative session passed into law on September 1, 2008. Additionally, Ms. Stevenson noted that her office is tracking the Pay Day Loan Reform initiative on the fall 2008 ballot, and that the pay day loan industry spent over \$750k to hire professional signature collectors in order to get the item onto the ballot. Ms. Stevenson also stated that the AG’s Office is currently working in partnership with local media to establish a voluntary “silver alert” or Endangered Persons Advisory program in Arizona (a program for seniors similar to the ‘Amber Alert’ system used to locate missing minors), and that the Committee overseeing this project is in the process of finalizing its criteria for a possible launch of the program in October, 2008. The criteria for the “Endangered Persons Advisory will be related to the missing individual’s qualification as a “medical endangerment,” and will be based on their conditions, as diagnosed by a medical professional and DPS will determine if this is eligible for broadcast. Furthermore, Ms. Stevenson stated that the AG’s office was the recipient of a Sears Consumer Education Fund grant, which they will use to update and reprint the Office’s Senior Protection Guide, as well as to produce several videos relating to senior scams and elder abuse issues.

#### ***Department of Insurance (DOI)***

Ms. Erin Klug of the Arizona Department of Insurance provided an overview of her agency’s functions and regulatory procedures, and she discussed current regulations and ongoing investigations that her agency is addressing related to the bail bond industry. Specifically, Ms. Klug highlighted the bond process, and she emphasized the many risks associated with obtaining a bond if the individual is unaware of their rights and available options when securing a bond. Additionally, Ms. Klug noted that 30-60% of her agency’s time is spent investigating the potentially fraudulent practices committed by bail bond agents, and that her agency is working to update the rules and regulations of the bail bond industry, while raising overall public awareness of the associated risks through an educational media campaign. Ms. Klug will assemble a list of the items she discussed, and disseminate that list, as well as her agency’s online brochure, which outlines the bond process, to the Council members once that brochure has been finalized.

#### **Lunch**

The Council recessed for lunch at 11:36 a.m. for approximately 34 minutes.

#### **Guest Presentation**

Ms. Jill Harrison delivered a presentation on the Arizona Association of Area Agencies on Aging, in which she specifically addressed the following items:

- The Older Americans Act of 1965, and the objectives, definitions, provisions, and legal requirements located within
- The mission of the Arizona Department of Economic Security Division of Aging and Adult Services as the designated State Unit on Aging (SUA), and that entity's commitment to carrying out the provisions and requirements stemming from the federal mandate of the Older Americans Act – to include Staffing, operating the Office of the State Long-Term Care Ombudsman Program, Developing the State Plan, Policies and Procedures, Monitoring, Enforcement, and Reporting
- The designation and structure of the State of Arizona's 8 Planning Service Areas (PSAs),
- The funding formula for the State's Area Agencies on Aging, and the allocation of funds expended for the delivery of mandated services
- The Area Agencies on Aging's role as a public advocate for each community within the PSA, and the categories of services provided, including an overview of specific assurances that the Area Agencies must ensure each service provider adheres to and delivers

A question and answer period followed, and the Council thanked Ms. Harrison for her presentation. A copy of Ms. Harrison's presentational handout is available through the Council Office.

#### **Updates/New Business/Announcements**

Ms. Starns noted that the Governor has not yet adopted a formal position on Proposition 200 (Pay Day Loan "Reform"), and she read a draft of the letter the Council had asked her to draft on this matter. There were no suggested changes.

#### **Call to the Public**

Lynda Gafke, Vicki Gellner, Kelly Lapa, and Janet Malm of the University of Phoenix noted how impressed they were with the work of the Advisory Council and how informative the meeting was; they stated that they will take a recommendation back to the University to investigate the possibility of incorporating attendance at such Councils into the University's degree guidelines.

#### **Action Items**

- The December Planning Meeting will be set for December 4 & 5, 2008, at the Arizona Department of Health Services Laboratory's conference room
- Council members will mail all travel claims, corresponding receipts, and odometer readings to the Council office for processing and submission, and Mr. Plumhoff will email a copy of the "fill-able" version of the mileage reimbursement form provided by Chair Herrmann to the Council members electronically for their use



- The Council will review the logistics from the 2007 Senior Action Day events in order to gauge regional participation and determine which areas might be able to be combined in a centralized location
- The Executive Committee will inquire into the possibility of having the Arizona Area Agencies on Aging host the 2009 Senior Action Day events
- As no quorum will be present, the Council determined that the October 3, 2008 Council meeting will be cancelled in order to save the state funds that would be required to hold the meeting. However, the regularly scheduled Committee meetings will still occur as planned on October 2, 2008
- Ms. Starns will draft a letter to Governor Napolitano on the Council's behalf, asking her to take a public stance against Proposition 200, and to allow the Council to do the same
- The Council will assist Ms. Trobia in compiling a comprehensive list of available volunteer opportunities within their individual communities for dissemination on the [azmatureworkers.com](http://azmatureworkers.com) website
- The Social, Health & Alzheimer's Committee will split its efforts and pursue both the Affordable Dental Care and Hearing Loss Initiatives
- Mr. Plumhoff will provide the Council members with a list of the Council website updates as they are incorporated
- Ms. Klug will assemble a list of the items she discussed during her presentation, and disseminate that list, as well as her agency's online brochure which outlines the bond process, to the Council members once that brochure has been finalized

### **Adjournment**

Meeting adjourned by Council Chair Paul Herrmann at 1:28 p.m.

### **Next Meeting**

The next meeting of the Governor's Advisory Council on Aging will be **Friday, November 7, 2008** at 9:00 a.m. in the State Executive Tower, Second Floor Conference Room. These meetings are open to the public.